

Dear Veteran [Sir or Madame],

I am writing to you as the Director for the VA Stars & Stripes Healthcare Network which includes the Philadelphia and Pittsburgh VA Medical Centers. The Department of Veterans Affairs (VA) was recently notified that Unisys Corporation, a subcontractor, is missing a computer used in its corporate office in Reston, Virginia to provide software support to these Medical Centers. Medical insurance claim information regarding you [your deceased family member], including your [the deceased's] Social Security number, may have been stored on this computer. Appropriate law-enforcement agencies have launched full-scale investigations into the matter.

While we have no information to indicate this personal information has been misused, we are notifying you so that you may be vigilant and take appropriate steps to protect yourself against identity theft.

One precaution we recommend is to request a free credit report from one or more of the three national credit bureaus by calling 1-877-322-8228. Information about this and other protections, including placing a "fraud alert" on your credit account, is available by calling the Federal Trade Commission at its toll free number, 1-877-438-4338, or by visiting its website, <http://www.consumer.gov/idtheft/index/html>. The back of this letter contains contact information for the three credit bureaus.

We are working with Unisys Corporation to see that you are offered, at no cost to you, other credit-protection services to include credit monitoring. You will be notified soon how to obtain these services.

This is an appropriate time to remind you that if you should receive phone calls, e-mails, or other communications asking for personal information, always take caution and know who is requesting the information and its purpose. If you receive communications from the VA or have general concerns about the status of your personal information, you should contact VA at 1-800-FED-INFO (1-800-333-4636), between the hours of 8 am and 8 pm EDT.

We at VA take our obligation to honor and serve America's veterans very seriously. We apologize for any inconvenience or concern this situation may cause, but we believe it is important for you to be fully informed of any potential risk to you.

Sincerely yours,

Charleen R. Szabo, FACHE
Network Director